Feedback and burnboard

Sprint 7 Mural

Link to Sketch files

Collect and organize stakeholder feedback

VFS-AFT
PCC Design
Feedback
Burnboard

Contract: 36C10B21N00270
Number: VA-21-00N00257DP
Veteran-Facing Services -
Digital Experience Modernization
(VFS.DXM)
Date: 12/28/2021

The Big 4

Research was conducted and previous design layouts consist of a 4 box model.
We do have other layout options available

Big 4 Design pattern

The design pattern utilized for the big 4 consists of a header (h2), meta information about each section.(b)
A custom notification of new items (rx, messages, appts, medical record results). (div)
Followed by a link to an actionable item. (L), Href)
A link to a view all area of the page. (href)

The data and current information shown is dependent and baseline for capabilities from VAOS, the messaging team, pharmacy team and medical records team provide.

Current information shown in the big 4 notifications is the base line level of data shown. Additional information is dependent on the tool and API endpoints available.

Health care Benefits, Disability Benefits, Support Panel

Second most common items come around these topics. Users have a few questions or needing context added to this section.

Health Care & Disability Benefits

This section follows a pattern of:
<Header>
<featured item 1 to 3>
<Actionable Quick links>
<Link> to a landing page with addtional and detailed content surrounding the topic.

This can be clearer (h1, H2, Hw, etc)

Contact us

This section offers a clear item approxamately 1/2 through the page to offer direct contact assistance for My HealtheVet - This can also be prioritized higher up the page prior to Health Care and Disability based on testing feedback and user reaction.

data from: https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/health-care/digital-health-modernization/analytics/Analytics.md

data from: https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/health-care/digital-health-modernization/onboarding.md

Resources

Users need various resources at a lower priority and by various groupings.

The BLOG - Featured content

This section offers various promoted blog items, ordered reverse chronologically. The pattern is as follows:
<feature image>
<H3> unclickable
<body>
<Link> to featured content.
Followed by a link to a list of the blog postings.

Getting started, User guides, FAQs

Breaking up resources and content into categories offers users easier ways to access needed content.

Relevant research

Burnboard

Backlog	Doing	Done

Authenticated and Unauthenticated

Authorized

Unauthorized

Burnboard

Backlog	Doing	Done
Design Copy & Design Content/copy	Content/copy	

Out of scope and not needed.

Relevant research

Unauth or Auth without health care

(Generic)

Health care benefits

Manage your VA health care
- View your patient information
- Pay your VA copay bill
- Get travel pay
- Order medical equipment

Your coverage
VA health care covers primary care and specialist appointments, as well as services like home health and geriatric (aided) care.
Learn about VA health benefits

Can I go to a provider outside of VA?
Since you're enrolled in VA health care, you may be able to get care from a provider in your local community through community care.
Learn about community care

View all in health care benefits

Disability benefits

Manage your VA disability compensation (pay)
- View your disability rating (if applicable)
- Apply for a higher disability rating (if applicable)
- Check your claim or appeal status (if applicable)
- Learn about disability benefits

With my disability rating, what health care benefits can I get?

View all in disability

Get your COVID booster

Vaccines available at your local VA Medical Center
We follow Centers for Disease Control and Prevention (CDC) guidance on booster shots and additional doses.
Schedule your appointment
Learn more about the vaccine

<< CTA or resource

Order of sections could match unauth but putting "Manage" up have helps Veterans do top tasks.

Auth with health care and disability

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View all in disability

Another option is to make this * block generic. See >>

Unauth or Auth without disability

(Generic)

Disability benefits

VA disability compensation (pay)
If you got sick or injured while serving in the military or your service made an existing condition worse, you might be eligible for a monthly tax-free payment.
Learn about disability benefits

If I receive disability benefits, what health care benefits can I get?

View all in disability

Backlog	Doing	Done
	Big four crowded/busy. Not sure what to do/address first. Make sure all links are descriptive	

Burnboard

Backlog	Doing	Done
	Big four crowded/busy. Not sure what to do/address first. Make sure all links are descriptive	